

Yellin, Jennifer

From: Mann, Jordan
Sent: Wednesday, April 26, 2006 10:53 AM
To: Yellin, Jennifer
Subject: receptionist training

Hello Jennifer,

I'm a receptionist at Trump World Tower. Tom said that I should contact to see if I can be conferenced into the training for today via the web or phone. Please advise if this is possible.

Sincerely,

Jordan Mann
646 313 7630

DID Call IN

11/16/2006

ONE DAY

EMERGENCY RESPONSE

Laboratory breathing (typical): Symptoms: hyperventilation, dizziness, wheezing, coughing, loss of coordination.
Care Provider: Maintain airway, use inhaler if prescribed, try "pursed lip" for "pressure" breathing. If inhaler doesn't work.

Dizziness (syncope): Symptoms: disorientation, confused, skin color pale.
Care Provider: Determine responsiveness. Place supine/legs elevated. Administer fluids if conscious. May need rescue breathing or CPR.

Side Wound: Bleeding not A/E. May need to apply pressure AND dressing. Wear gloves if assisting - dispose of properly as outlined by OSHA regulations for blood borne pathogens.

Sprains (ligaments)/Strains (muscle/tendon)/Contusions (bruises): Sprains and strains are classified according to the severity. RICE protocol: Rest, Ice, Compression, Elevation, and Stabilization.

ONE DAY

EMERGENCY RESPONSE

Hear
Empathize
Apologize
Take Ownership

ONE DAY

EMERGENCY RESPONSE

Hear

A dissatisfied customer wants to know someone is willing to listen, and they are heard.

Instead of: "What's the problem?"
Say: "Please tell me what happened."

- Take them aside
- Allow the person to speak without interruption.
- Give them cues
- Take notes
- Face the upset customer
- Listen for feelings, as well as facts.
- Confirm you understand

+1 plus one

Recovery

If the customer is inflexible...

"What do you think is a fair way to settle this?"
"What would make you happy?"

When a customer truly feels inconvenienced, what would you insure you giving them another chance for your business?

- Complimentary service/gift above and beyond purchase
- Efficient and expedient handling of the matter with courtesy and respect
- Extra attention and overwhelm with service
- Don't pass the buck.


PREVENTATIVE MEASURES... ANTICIPATE & BE PROACTIVE!

4+1 plus one

Converting Moments of Misery


What do you do?

1. A piece of equipment is broken, again, and a hotel guest complains to the front desk...
2. A member is notified that the credit card they use for monthly payments has been rejected, and seems offended...
3. A physical therapy patient is checking in for their appointment and is not acknowledged...
4. A customer is not happy with their spa treatment and a manager is not available...
5. A client calls to ask if your site has a pool (either there is no pool or it is broken)...
6. A customer's locker is broken into and you are the first person they see to report it too...



Remember

- Complaining Customers are often a challenge. There is no one technique that works to calm an upset customer.
- Complaining customers are a gift – take the opportunity to learn and improve.
- If you master your skills and stay positive then you will see it's not so scary.
- These are lessons for life as well.

A simple line drawing of three wrapped gifts of different sizes, each with a bow on top, clustered together.This image shows a single sheet of white paper with horizontal blue or grey ruling lines, typical of notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.